



Susana Martinez
Governor
Demesia Padilla, CPA
Cabinet Secretary

STATE OF NEW MEXICO
Taxation and Revenue Department
An Equal Opportunity Employer

FOR IMMEDIATE RELEASE
April 23, 2013

Contact: S.U. Mahesh
(505) 490-0976

DIVISIONS
Office of the Secretary
(505) 827-0341
Administrative Services
(505) 827-0369
Audit and Compliance
(505) 827-0900
Motor Vehicle
(505) 827-2296
Property Tax
(505) 827-0870
Revenue Processing
(505) 827-0800
Tax Fraud Investigations
(505) 841-6544

Motor Vehicle Division Wins Piñon Recognition from Quality New Mexico

SANTA FE - State Motor Vehicle Division was presented with Piñon Recognition Award today by Quality New Mexico as it begins to implement several proactive approaches to improve operational efficiencies and customer service.

The Piñon Recognition is presented to an organization that shows evidence that it is in the beginning stages of identifying and using systematic processes and collecting data to reflect early results in areas of most importance. Such organizations have started their performance excellence journey and through their efforts can see longer-term benefits.

“We’re honored by this recognition, but this is only the beginning in our performance excellence journey to achieve greater levels of operational efficiencies and customer service,” said Demesia Padilla, Cabinet Secretary for the New Mexico Taxation and Revenue Department that oversees MVD. “We’re exploring every available strategic opportunity to ensure that we continue on this path for progress where every customer counts every single time, no exceptions.”

“I also want to thank all our MVD employees for their continued hard work and dedication in serving New Mexicans,” Secretary Padilla said.

The New Mexico Motor Vehicle Division is the largest retail operation in the state with a total of 91 state, municipal and private MVD offices, 350 employees, over 400 partner organizations, and a growing online presence for delivery of services to the motoring public. MVD handles 2.5 million transactions a year that generate \$350 million in annual revenues that are used to fund roadways and a wide range of public safety benefits to New Mexicans.

“Our promise to New Mexico is that MVD will continue to use leading edge, validated best practices in management like the Baldrige Criteria for Performance Excellence, management by measure and listening to the voice of the customer to continuously improve the service and support we provide,” said Mark Williams, Director for Motor Vehicle Division.

Some of the initiatives MVD implemented in the past nine months include:

- MVD developed a field office improvement initiative called CORE--Customer Outcomes Re-Engineering. Piloting CORE in MVD's Carlsbad field office--the worst performing field office in the state last year--resulted in a 96 percent improvement in wait times--from over 90 minutes to less than four minutes. MVD is planning to implement CORE in other state-run field offices where the customer wait times are high.
- Governor Susana Martinez and MVD recently launched online drivers license renewal via the MVD website--customers can skip the trip to an MVD office and no longer need to wait in line when their driver's licenses expire. Taxation and Revenue IT staff built and launched this application in 90 days using only internal resources at zero additional cost to taxpayers.
- MVD is currently in the process of installing the country's first MVD customer satisfaction terminals in field offices. This system sends a text message to the field office manager whenever a customer indicates that service has been unacceptable. Managers have been empowered to solve customer problems right when they occur, leading to better, more responsive service.

###